

# Wisconsin Complaint Report

6/1/01 to 5/31/02

## Service Complaints--CA Hung Up on Caller

Customer called to complain that CA 6771 disconnected him and he wanted to make another call. Customer did not leave name and number for follow-up.

**Inquire Date** 8/1/01  
**Record ID** 7705  
**Call Taken By** BT/TB  
**CA Number** 6771  
**Responded By** TB

Customer Service Manager processed the feedback form and gave it to the supervisor. Supervisor discussed the importance of processing all calls correctly. CA agreed. CA believes that the call may have been disconnected due to technical reasons. Supervisor reminded the CA to properly document this information.

**Response Date** 8/6/01  
**Resolution** 8/6/01

## Service Complaints--CA Hung Up on Caller

VCO customer complained that CA 6848 disconnected her call.

**Inquire Date** 5/23/02  
**Record ID** 10062

A Customer Service Representative processed the feedback form and gave it to the supervisor. Supervisor validated that the CA did disconnect the call.

**Call Taken By** GB/TB  
**CA Number** 6848  
**Responded By** TB  
**Response Date** 5/23/02  
**Resolution** 5/23/02

WTRS never allows a CA to disconnect a customer without a supervisor's approval.

Serious disciplinary action has been taken against this CA. The supervisor was monitoring this call at the time the call was disconnected. The CA was immediately reprimanded.

## Service Complaints--CA Hung Up on Caller

Customer complained that CA 6681 disconnected her during a relay call.

**Inquire Date** 11/6/01  
**Record ID** 8540  
**Call Taken By** BW/TB  
**CA Number** 6681  
**Responded By** TB  
**Response Date** 11/14/01  
**Resolution** 11/14/01

Customer Service Manager processed the feedback form and gave it to the supervisor. The supervisor determined that the CA did disconnect the customer.

The CA was unable to provide a reason for the incident. The CA has been coached and disciplined regarding this situation.

## Service Complaints--CA Hung Up on Caller

Customer requested CA 6830 to place a TTY to VCO call. Customer reported that the CA disconnected him.

**Inquire Date** 4/24/02  
**Record ID** 9844  
**Call Taken By** DT/DF  
**CA Number** 6830  
**Responded By** TB

It was determined that the CA did disconnect the caller.

CSA processed the feedback form and gave it to the supervisor. Supervisor discovered that the CA did not know how to use the "orig and term select" functions correctly.

The CA has been retrained on all call issues.

**Response Date** 4/24/02  
**Resolution** 4/24/02

***Service Complaints--CA  
Hung Up on Caller***

***Inquire Date*** 11/12/01  
***Record ID*** 8583  
***Call Taken By***  
***CA Number*** 6585  
***Responded By*** TB  
***Response Date*** 11/19/01  
***Resolution*** 11/19/01

TTY customer called to complain that CA 6585 disconnected the person he was calling. Customer requested a call back after determining what happened.

Customer Service Manager processed the feedback form and gave it to the supervisor.

CSM made several attempts to reach this customer, which included sending a letter, to gather more information. Customer did not respond.

***Service Complaints--CA  
Hung Up on Caller***

***Inquire Date*** 8/21/01  
***Record ID*** 7885  
***Call Taken By*** DF/TB  
***CA Number*** 6713  
***Responded By*** TB

Customer complained that CA 6713 disconnected her from the relay. After first call was completed, CA sent (ANS MACH LV MSG Q). Caller was looking for information to call back to the same number again and to leave a message on a voice answering machine.

Customer Service Manager processed the feedback form and gave it to the supervisor. Supervisor discussed the importance of either waiting for the caller to hang up or waiting for a Supervisor to approve the use of the call disconnect procedure.

Second call back was made to the same number at no charge as is our policy.

***Response Date*** 8/23/01  
***Resolution*** 8/23/01

***Service Complaints--CA  
Typing***

***Inquire Date*** 5/23/02  
***Record ID*** 10073  
***Call Taken By*** JB/TB  
***CA Number*** 6875  
***Responded By*** JB  
***Response Date*** 5/23/02  
***Resolution*** 5/23/02

TTY customer counted 21 "XXX"s on one call. Customer did not want a follow-up.

CSR processed the feedback form and gave it to the supervisor. CA stated that the voice person spoke very quickly and was hard to understand.

The CA unsuccessfully tried to slow the voice person down five times.

The supervisor reminded the CA of the proper procedure to give status to the TTY user when this occurs.

Supervisor will monitor the CA until further notice.

***Service Complaints--Didn't  
Follow Voice Mail/Recording  
Procedure***

***Inquire Date*** 6/19/01  
***Record ID*** 7367  
***Call Taken By*** TB  
***CA Number*** 6581  
***Responded By*** TB  
***Response Date*** 6/20/01  
***Resolution*** 6/20/01

TTY customer noticed that CA 6581 did not type the complete answering machine message and did not use the recording feature during the call. CA tried to type the message manually.

Customer said a follow-up is not necessary.

Customer Service Manager processed the feedback form and gave it to the supervisor. CA did not understand that the recording feature should be used with answering machines too.

Supervisor coached the CA on the proper procedure.

***Service Complaints--Didn't  
Follow Voice Mail/Recording  
Procedure***

***Inquire Date*** 2/26/02  
***Record ID*** 9441  
***Call Taken By*** JB/TB  
***CA Number*** 6748  
***Responded By*** TB  
***Response Date*** 2/27/02  
***Resolution*** 2/27/02

Voice customer received a message on his voice answering machine. CA left a message with a phone number but missed the last four numbers. The CA did not redial to finish recording the remaining numbers.

Customer Service Representative processed the feedback form and gave it to the supervisor. The CA understood that if a message is not left in its entirety on a voice answering machine, CA is to redial and leave the remaining message.

The supervisor coached the CA on this procedure to ensure that it is used properly in the future.

***Service Complaints-  
Ringing/No Answer***

***Inquire Date*** 9/3/01  
***Record ID*** 8018  
***Call Taken By*** VLS/TB  
***CA Number***  
***Responded By*** VLS  
***Response Date*** 9/3/01  
***Resolution*** 9/3/01

Customer called relay and experienced ringing and no answer.

Supervisor informed customer that we were experiencing high call volumes at that time and suggested that the customer stay on the line for the next available CA.

On 9/3/01 – WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (99 percent of all calls were answered within ten seconds.)

***Service Complaints-  
Ringing/No Answer***

***Inquire Date*** 6/25/01  
***Record ID*** 7397  
***Call Taken By*** DT/TB  
***CA Number***  
***Responded By*** DT  
***Response Date*** 6/25/01  
***Resolution*** 6/25/01

Customer called relay and experienced ringing and no answer.

Supervisor informed customer that we were experiencing high call volumes at that time and suggested that the customer stay on the line for the next available CA.

6/25/01 – WTRS was in compliance with the FCC rule that states 85 percent of relay calls must be answered within ten seconds. (93% of all calls were answered within ten seconds.)

***Service Complaints-  
Ringing/No Answer***

***Inquire Date*** 6/25/01  
***Record ID*** 7396  
***Call Taken By*** DT/TB  
***CA Number***  
***Responded By*** DT  
***Response Date*** 6/25/01  
***Resolution*** 6/25/01

Customer called relay and experienced ringing and no answer.

Supervisor informed customer that we were experiencing high call volumes at that time and suggested that the customer stay on the line for the next available CA.

6/25/01 – WTRS was in compliance with the FCC rule that states 85 percent of relay calls must be answered within ten seconds. (93% of all calls were answered within ten seconds.)

***Service Complaints-  
Ringing/No Answer***

***Inquire Date*** 6/23/01  
***Record ID*** 7395

***Call Taken By*** DT/TB  
***CA Number***

***Responded By*** DT

***Response Date*** 6/23/01  
***Resolution*** 6/23/01

Customer called relay and experienced ringing and no answer.

Supervisor informed customer that we were experiencing high call volumes at that time and suggested that the customer stay on the line for the next available CA.

On 6/23/01, WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (98 percent of calls was answered within ten seconds.)

***Service Complaints-  
Ringing/No Answer***

***Inquire Date*** 7/17/01  
***Record ID*** 7583

***Call Taken By*** RJ/TB  
***CA Number***

***Responded By*** RJ

***Response Date*** 7/17/01  
***Resolution*** 7/17/01

Customer called relay and experienced ringing and no answer.

Supervisor informed customer that we were experiencing high call volumes at that time and suggested that the customer stay on the line for the next available CA.

7/17/01 – WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (98 percent of calls were answered within ten seconds.)

***Service Complaints-  
Ringing/No Answer***

***Inquire Date*** 6/8/01  
***Record ID*** 7298

***Call Taken By*** PB/TB  
***CA Number***

***Responded By*** PB

***Response Date*** 6/8/01  
***Resolution*** 6/8/01

Customer informed us via e-mail that she called relay and experienced ringing and no answer.

Hamilton Contract Manager investigated and determined that on 6/7/01 WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (97 percent of calls were answered within ten seconds.)

Hamilton Contract Manager followed up with the customer and explained that WTRS was experiencing high call volumes at that time and suggested that the customer stay on the line for the next available CA.

***Service Complaints-  
Ringing/No Answer***

***Inquire Date*** 2/19/02  
***Record ID*** 9416

***Call Taken By*** Supervisor/TB  
***CA Number***

***Responded By*** LA TRS Sup

***Response Date*** 2/19/02  
***Resolution*** 2/19/02

VCO customer informed us via fax that she called relay and experienced ringing and no answer on 2/17/02.

Supervisor informed customer that we were experiencing high call volumes at that time and suggested that the customer stay on the line for the next available CA.

2/17/02 – WTRS was in compliance with the FCC rule that states 85% of all relay calls must be answered within 10 seconds. (93% of all calls were answered within 10 seconds.)

***Service Complaints-  
Ringing/No Answer***

FASTRAN trialist called to complain that she called FASTRAN and received no response or overflow to regular relay. Customer did not leave number for follow-up.

***Inquire Date*** 3/13/02  
***Record ID*** 9582  
***Call Taken By*** DT/TB  
***CA Number***  
***Responded By*** DT  
***Response Date*** 3/13/02  
***Resolution*** 3/13/02

Supervisor informed customer that we were experiencing high call volumes at that time. Supervisor apologized to the customer for the inconvenience and suggested to continue to call FASTRAN.

Customer Service Manager investigated and found WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within 10 seconds. (99% of calls were answered within 10 seconds on 3/13/02.)

***Service Complaints-  
Ringing/No Answer***

Customer called relay and experienced ringing and no answer.

***Inquire Date*** 3/28/02  
***Record ID*** 9682  
***Call Taken By*** JB  
***CA Number***  
***Responded By*** JB  
***Response Date*** 3/28/02  
***Resolution*** 3/28/02

Customer Service Representative e-mailed the customer and asked which number he dialed (7-1-1 or 800 number). CSR has received no response from the customer.

WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within 10 seconds. (99 percent of calls were answered within ten seconds on 3/28/02.)

***Service Complaints-  
Ringing/No Answer***

TTY customer experienced ringing and no answer.

***Inquire Date*** 4/9/02  
***Record ID*** 9742  
***Call Taken By*** ES  
***CA Number***  
***Responded By*** ES  
***Response Date*** 4/9/02  
***Resolution*** 4/9/02

Customer Service Representative informed the customer that we were experiencing high call volumes at that time and suggested that the customer stay on the line for the next available CA.

WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (98 percent of relay calls were answered within 10 seconds on 4/9/02.)

***Service Complaints-  
Ringing/No Answer***

Customer called 711 relay access number and experienced ringing and no answer.

***Inquire Date*** 4/30/02  
***Record ID*** 9909  
***Call Taken By*** RJ/TT  
***CA Number***  
***Responded By*** RJ  
***Response Date*** 4/30/02  
***Resolution*** 4/30/02

Supervisor Aide informed the customer that we were experiencing high call volumes at that time and suggested that the customer stay on the line for the next available CA.

WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (96 percent of relay calls were answered within ten seconds on 4/30/02.)

***Service Complaints-  
Ringing/No Answer***

***Inquire Date*** 5/6/02  
***Record ID*** 9956

***Call Taken By*** TT  
***CA Number***  
***Responded By*** TT

***Response Date*** 5/6/02  
***Resolution*** 5/6/02

Customer called relay and experienced ringing and no answer.

CSR informed the customer that we were experiencing high call volumes at that time and suggested that the customer stay on the line for the next available CA.

WTRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (91 percent of calls were answered within ten seconds on 5/6/02.)

***Technical Complaints-  
Busy Signal/Blockage***

***Inquire Date*** 3/13/02  
***Record ID*** 9573

***Call Taken By*** JB  
***CA Number***  
***Responded By*** JB  
***Response Date*** 3/13/02  
***Resolution*** 3/13/02

Customer called in to complain that she was not able to connect to an 800 number through the relay. Customer said she has called the number successfully in the past but it did not work this time.

A customer service representative informed the technician. The CSR called the customer back and requested that the customer call back in to the relay and try again. If it still does not work, then request a supervisor. The supervisor and CSR monitored the call and found that the 800 number was actually blocked. Supervisor was able to reach the desired number and the call then went through as to be expected.

***Technical Complaints-  
Carrier Choice  
not Available/Other Equal***

***Inquire Date*** 4/16/02  
***Record ID*** 9810

***Call Taken By*** BW/TB  
***CA Number***  
***Responded By*** BW  
***Response Date*** 4/16/02  
***Resolution*** 4/16/02

A TTY customer called because TDS Telecom is not available as a carrier of choice through the relay.

Supervisor explained that TDS is not a participating carrier through the relay. Hamilton has contacted this carrier and is still working with this carrier so that they will become a carrier of choice through relay.

***Technical Complaints-  
Line Disconnected***

***Inquire Date*** 4/2/02  
***Record ID*** 9696

***Call Taken By*** TB  
***CA Number*** 6736  
***Responded By*** TB

***Response Date*** 4/2/02  
***Resolution*** 4/2/02

TTY customer reached a Voice Response Unit, the CA collected the information and was then disconnected. Customer would like a follow-up as soon as possible.

Customer Service Manager processed the feedback form and gave it to the supervisor. CA experienced technical difficulties. The CA called for the supervisor and had to disconnect the call. An observation sheet was completed and the technician was made aware of the problem immediately.

CSM followed up with the customer via e-mail explaining that the CA experienced technical difficulties at the time of the call. The problem was corrected immediately.

**Technical Complaints--  
Line Disconnected**

**Inquire Date** 1/14/02  
**Record ID** 9077  
**Call Taken By** DF  
**CA Number** 1218  
**Responded By** TB  
**Response Date** 1/15/02  
**Resolution** 1/15/02

TTY user connected with CA 1218F at approximately 9:40 a.m. today and was disconnected from the CA. TTY user gave the CA the number to dial. The CA dialed the number and connected with the voice user. The TTY user typed their first response to be voiced by the CA with a "GA," but it appeared the CA was no longer on the line. TTY caller noticed that there was a fast busy on their end. Person requested a follow-up call.

Customer Service Aide checked with the technician, processed the feedback form and gave it to the supervisor. CSA received response from the supervisor stating that the CA noticed that the TTY user stopped typing. CA asked if customer was still there and there was no response.

CA informed the voice party to hold and asked again if the TTY user was still there. Again, no response. CA alerted the supervisor and the supervisor informed the voice party that we were no longer receiving typing from the TTY user and disconnected the voice party.

CSM sent an e-mail to the TTY user explaining that the relay user's telephone line had disconnected.

**Technical Complaints--  
Line Disconnected**

**Inquire Date** 1/14/02  
**Record ID** 9073  
**Call Taken By** JB  
**CA Number** 6592  
**Responded By** JB  
**Response Date** 1/14/02  
**Resolution** 1/14/02

Relay user called to complain that CA 6592 disconnected him in the middle of call. Customer would like a follow-up.

Customer Service Representative processed the feedback form and gave it to the supervisor. CSR received response from the supervisor stating that the caller was disconnected in the middle of call. However, the CA does not know why the call was disconnected.

CA was reminded to always document the activity at the workstation when this happens. Customer was contacted to follow up on the situation. Customer seemed satisfied.

**Technical Complaints--  
Line Disconnected**

**Inquire Date** 10/24/01  
**Record ID** 8436  
**Call Taken By** LS/TB  
**CA Number** 6827  
**Responded By** LS  
**Response Date** 10/24/01  
**Resolution** 10/24/01

Customer called to inform us that after she typed a very long message, she did not get any typing from the CA. Customer asked if the CA was there and didn't receive a response. It seemed as if the CA disconnected.

Customer Service staff processed the feedback form and gave it to the supervisor. CS staff received a response from the supervisor stating that the CA experienced a technical problem. The CA did not hang up on the caller.

An observation sheet was completed and our technician was informed of the situation, which was corrected immediately. CS staff called the customer back and explained what happened.

**Technical Complaints--  
Line Disconnected**

**Inquire Date** 9/7/01  
**Record ID** 8060  
**Call Taken By**  
**CA Number** 1179  
**Responded By** TB  
**Response Date** 9/11/01  
**Resolution** 9/11/01

Customer called to complain that the CA disconnected her call. Customer said a follow-up is not necessary.

Customer Service Interpreter processed the feedback form and gave it to the supervisor. CA explained that her keyboard locked up and the computer had to be restarted.

The CA called for a supervisor to assist. The supervisor restarted the computer but the call was disconnected. Technician was made aware of the situation and the problem was corrected immediately.

**Technical Complaints--  
Line Disconnected**

**Inquire Date** 8/6/01  
**Record ID** 7744  
**Call Taken By** TB  
**CA Number** 6792  
**Responded By** TB  
**Response Date** 8/6/01  
**Resolution** 8/6/01

Customer called to report that when attempting to leave a message on the called party's voice answering machine, he got disconnected in the middle of call. Customer would like a follow-up via e-mail.

Customer Service Manager processed the feedback form and gave it to the supervisor. CSM received a response from the supervisor stating that the CA experienced a technical problem and the call was actually disconnected right after the caller typed the message out and gave the GA to the CA.

The CA could not dial back to the answering machine and leave the caller's message.  
The CA completed an observation form. CSM sent an e-mail to the customer with the requested information.